



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY

Board of Directors

Customer and Community Services Committee

***Thursday, June 8, 2006
10:00 a.m.
810 First Street, N.E.***

1. Call to Order.....Lisa Morgan
2. Committee's Workplan and Goals/Measures and Evaluation CriteriaJohnnie Hemphill
3. Customer Service Report Update – Revised Format.....Eva Liggins
4. SPLASH Update.....Eva Liggins
5. Lock Box System and Interface with Electronic Payments.....Olu Adebo
6. CSO Public Relations/Awareness UpdateMichele Quander- Collins
7. Communications Plan Update.....Michele Quander-Collins
8. Emerging Issues